



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

AT&T Communications of Illinois, Inc.
for quarter ending June 30, 2005

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	6.00	6.00	6.00	6.00
B. Operator Answer Time - Information [730.510(a)(1)]	5.00	5.00	6.00	5.33
C. Repair Office Answer Time [730.510(b)(1)]	49.00	26.00	28.00	34.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	59.00	79.00 *	65.00 *	67.67 *
E. Percent of Service Installations [730.540(a)]	98.00%	99.00%	98.00%	98.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	81.00% *	81.00% *	79.00% *	80.00% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.35	1.22	1.43	1.33
H. Percent Repeat Trouble Reports [730.545(c)]	14.00%	13.00%	12.00%	13.00%
I. Percent of Installation Trouble Reports [730.545(f)]	44.00% *	40.00% *	55.00% *	46.00% *
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

Item J - Not able to report

Under performance Data - code Part 730: Items C and D reflect AT&T Business.

AT&T Consumer numbers are as follows:

Item C: April: 102; May: 50; June: 152



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